Visa International
Debit Card Application Form

A MEMBER OF THE OLDMUTUAL GROUP

Applicant

Nostro FCA Account Number

Full Name Mr/Mrs/Ms

ID No.

Date of Birth d d m m y y y y

Postal Address

Residential Address

Mobile No.

Alternate No.

Email Address

Occupation

Name of Employer

Preferred card collection branch

CABS VISA International Debit Card Terms & Conditions

These Terms & Conditions apply to the use of the CABS Visa International Debit Card, referred to alternatively as the Card, issued by Central Africa Building Society, hereinafter referred to as CABS.

1. GENERAL

i. "Account" means the CABS account held or to be held with CABS in the name of the Cardholder (whether solely or jointly with another person), the number of which is or shall be specified in the application form for the Card.

ii. "Card" means a CABS Visa International Debit Card issued by CABS at the request and in the name of the person named upon it for use in connection with debit card facilities provided by CABS, including any renewal or replacement Card.

iii. "Cardholder" means the person having power alone to operate the Account in accordance with the CABS mandate in respect thereof.

iv. "Account Currency" means the currency in which the Account is denominated.

v. " CABS" means Central Africa Building Society, its successors and assigns.

vi. "PIN" means the personal identification number issued to the Cardholder from time to time for use with the Card.

vii. "Transaction" means any cash withdrawal or payment made using the Card, or any refund arising in connection with the use of the Card in any authorized manner for debit or credit to the Account.

viii. By applying for, and being issued with, a VISA International Debit card to/by CABS, you agree that CABS may use your personal information in accordance with its Privacy Policy.

ix. CABS is required to report to the Reserve Bank of Zimbabwe and other international agencies on CABS Visa International Debit Card activity in terms of Anti-money Laundering (AML) and Combating of Financing of Terrorism regulations.

x. "CABS may assign the benefit and burden of these Terms and Conditions to another company at any time and in such instance, the customer shall be notified." Should CABS do so "your rights will not be affected. You may not assign your rights."

xi. The Issuer, Programme Manager and Provider of the Card is CABS. For any enquiry relating to your VISA International Debit card, please contact us by email on contactcentre@cabs.co.zw , or call us at our Contact Centre Desk on 0242 883823-59.

2. APPLYING FOR AND ACTIVATING YOUR VISA INTERNATIONAL DEBIT CARD

i. Collect application form at any CABS branch.

ii. Fill in application form.

iii. An initial card fee in United States Dollars or foreign currency equivalence will be required.

iv. Card will be issued within 72hours, and must be activated on site.

v. The cardholder must set their own PIN and register for mobile banking.

vi. By activating the card the cardholder is agreeing to the Terms & Conditions laid out in this document.

vii. CABS reserves the right to verify identity of the VISA International Debit card applicant.

viii. CABS reserves the right to refuse to issue a VISA International Debit card or to accept a deposit.

3. CARD TRANSACTIONS

i. Types of transactions allowed:

- ATM cash withdrawal
- Point of Sale Purchase
- Online Purchase

Authorisation will be requested in real time for all transactions you perform using your card.

ii. Value of transactions will be deducted (in real time) from the balance available on your VISA International Debit Card. Depending on the place of transaction however, the transaction may not reflect on your statement or mobile banking immediately.

iii. CABS may, at its discretion, make available to the Cardholder more ATMs, POS, and/or other devices through shared networks for the Cardholder's convenience and use. All fees, charges related to transactions done by the Cardholder at these devices, as determined by us from time to time will be recovered by a debit to the Cardholder's account. The Cardholder understands and agree that such networks may provide different functionality, service offerings and different charges for different services and/or locations.

iv. If there are insufficient funds to cover the value of the transaction and any associated fees, the transaction will be declined.

v. In case of VISA International Debit card is classified as an overdrawn account, the Cardholder is required to rectify the account balance position immediately. CABS reserves the right to set off this amount against any credit lying from any of the Cardholder's other accounts held with CABS without giving any notice.

vi. We may charge the amount of any shortfall to any other Nostro FCA that you hold with us or from any funds which you subsequently deposit onto your VISA International Debit Card. Until such time as the reimbursement amount is received, we may suspend your VISA International Debit Card.

vii. CABS suggest you check your card balance on CABS Mobile Banking or CABS Internet CABS Banking as and when required to avoid additional charges and transactions failing on account of insufficient funds on a regular basis

viii. Prior to cardholder notification CABS shall, at its sole discretion, at any time, without be entitled to withdraw, discontinue, cancel, suspend or terminate the facility to use the Card and/or services related to it, at an ATM/other devices within and/or outside Zimbabwe and shall not be liable to the Cardholder for any loss or damage suffered by the Cardholder resulting in any way from such suspension or termination, etc.

ix. The Card is only available to persons who are of full contractual capacity in all other respects. The Card is non-transferable by the Cardholder under any circumstances.

x. The Cardholder accepts full responsibility for all transactions processed by the use of the Debit Card whether on Automated Teller Machine (ATM), Point-of Sale (POS) Terminal or any other device available or otherwise. Any instruction given by means of the Card shall be irrevocable. The Cardholder shall, in all circumstances, accept full responsibility for the use of the Card, whether or not processed with Cardholder's Knowledge or his authority, expressed or implied. The Cardholder hereby authorizes CABS to debit the Cardholder's account(s) with the amount(s) of any withdrawal or transfer or carry out any such instructions that may be received by the use of the Card in accordance with CABS's record of transactions.

4. CANCELLATION AND EXPIRY OF VISA INTERNATIONAL DEBIT CARD

i. Your VISA International Debit card is valid until the expiry date shown on the front of the card and you will be unable to use the card after the date of expiry.

ii. When the card expires you may apply for a new card in order to continue to enjoy the card services.

iii. You may cancel your VISA International Debit card at any time. Any balances will be refunded within 14 days and a refund fee will be applied.

iv. You may cancel your VISA International Debit card on giving CABS 14-days written notice.-. If you cancel your card, CABS will immediately block the card so it cannot be used.

v. For additional security, your VISA International Debit card shall be cut in half through the signature panel and the magnetic strip. The CABS official shall ensure that the chip is cut in half.You are not entitled to a refund of any funds already spent on transactions authorised by you, or of any fees paid for use of the card prior to cancellation or expiry.

vi. Following processing of the cancellation request (or receipt of the cut-up card) CABS will refund to you the balance of any funds remaining on the card minus any outstanding fees. This includes deduction of an administration fee.

vii. CABS reserve the right to cancel or suspend your VISA International Debit card immediately where.

- CABS suspect fraud or misuse of the card, or
- have any concerns over the card's security, or
- CABS need to comply with the law.

viii. In such cases, we will inform you as soon as we are able to or are permitted to do so following cancellation. You will be required, within 3 months from the date of you receiving notification of cancellation, to inform us in writing to contactcentre@cabs.co.zw of what you would like us to do with any unused funds on the card.

5. CARD SECURITY

i. You must keep your VISA International Debit card safe and not allow it to be used by any third party.

ii. You must keep your PIN secret at all times.

iii. Do not write your PIN down or reveal it to anyone.

iv. Under no circumstances will CABS ask you to reveal your PIN, nor should you do so to any third party.

v. It is recommended that you regularly check your VISA International Debit card balance on CABS Mobile banking or CABS Internet banking and review activity on your card.

vi. In the event of loss or theft of your VISA International Debit card, or if you suspect that the security of your card has been compromised, or if you suspect that your card has been used by someone other than yourself, you must call immediately on the number on the back of your card. We will immediately block your VISA International Debit card pending an investigation. Alternatively you can block your card via CABS Mobile Banking app.

vii. If it is found that your VISA International Debit card was misused with your permission, you will be liable for all losses.

vii. You will not be liable for any losses which take place after you have informed us of the loss or theft (or misuse) of the card save where the card has been misused with your permission. We may require you to confirm such loss in writing.

ix. Should you find your card after having reported it lost, the card cannot be used again. As is the case with cancelled or expired card, we recommend that you cut the card in half across the signature panel and magnetic strip, as well as ensuring that the chip is cut in half.

x. Upon your request, CABS will investigate any disputed transaction or misuse of your VISA International Debit card. In order to assist us with the investigations, you may be asked to provide further information in relation to the matters brought by you to our attention. Should such information be withheld, you may not be entitled to a refund for the transactions under question.

xi CABS will refund the amount of any transactions which investigations show were not authorised by you, provided that you have kept your PIN secure, that there has been no fraudulent activity on your behalf, and that you have not acted without undue care and attention.

xii. Should the investigation show that any disputed transaction was, in fact, authorised by you, or that you did not keep your VISA International Debit card PIN secure, no transaction amount will be refunded to you and you will be charged an administration fee for the investigation work carried out.

xiii. In the event of forgetting your PIN, you may re-set it at any CABS branch upon presentation of your ID.

6. YOUR LIABILITY

i. In the event that it is found that you have breached these terms and conditions of use of your VISA International Debit card ,or where it is found that you have used the card fraudulently, we reserve the right to charge you for any costs which we reasonably incur in taking action to stop your use of the card and to recover any moneys owed as a result of your activities.

ii. CABS shall be entitled to hold any balance on any card while a case of fraud or misuse of the card is being investigated.

7. CABS'S LIABILITY

i. CABS cannot guarantee that a merchant will accept VISA International Debit card.

ii. CABS cannot guarantee that it will necessarily authorise all transactions. This may be where there are systems' problems that are outside our reasonable control, or where we are concerned that your VISA International Debit card is being misused.

iii. "Unless otherwise required by law," CABS "shall not be liable for any direct or indirect loss or damage you may suffer as a result of your total or partial use or inability to use your VISA International Debit card, or the use of your VISA International Debit card by any third party".

iv. CABS shall not be liable for any loss that may result from the temporary breakdown or malfunction of an ATM.

v. CABS shall not be liable for any loss due to any failure or delay in providing VISA International Debit card services caused by strikes, industrial action, governmental orders, failure of power suppliers or computer equipment, or other causes beyond our reasonable control.

8. REFUNDS

i. A refund on your VISA International Debit card may be requested for disputed transactions.

ii. Refunds can be requested by emailing us at contactcentre@cabs.co.zw .

iii. In order for us to comply with our legal obligations, we may require you to provide us with additional information before we are in a position to process the requested refund.

9. YOUR CONTACT INFORMATION

i. You are required to let us know, as soon as possible, of any change to your name, address, telephone number, mobile number or email address.

ii. Where we contact you in relation to your VISA International Debit card, we will use the most recent contact details as provided to us by you. Any communication sent to you by email or as an SMS text message, will be taken as having been received by you as soon as it has been sent by us.

iii. CABS will not be held liable if your contact details change but you have not informed us.

10. PRIVACY POLICY

i. The personal information which you have given CABS when you apply for a VISA International Debit card will be used by CABS, and third parties who work on our behalf to run your VISA International Debit card including the processing of transfers and transactions.

iii. All queries pertaining to your personal information or any need to request relating to personal information must be directed to any CABS Branch or Contact Centre Desk on email contactcentre@cabs.co.zw CABS will ensure that the necessary technical and operational security measures are in place to keep the transfer of personal data confidential and secure.

11. DISPUTES WITH MERCHANTS

i. CABS is not responsible for any aspect of the goods or services you purchase with our VISA International Debit card in terms of their quantity, quality, reliability, any guarantees, safety or legality. In the event of any dispute relating to your purchases, these must be settled by you with the merchant from whom the goods or services were bought.

ii. You are reminded that once you have correctly used your VISA International Debit card to make a purchase, the transaction cannot be reversed after authorization.

12. GOVERNING LAW

i. All communications with you will be in English.

ii. "These Terms and Conditions will be" interpreted "in accordance with" Zimbabwean "law and the exclusive jurisdiction of the" Zimbabwean "courts".

13. FEES & LIMITS

i. When you use your VISA International Debit card at an ATM, at a merchant site or online, additional fees, surcharges maybe applicable at these sites in accordance with their own specific rules.

ii Where CABS decides to increase or apply any new fees ,we will inform you by email, SMS text message or post within 30 days before the change is implemented.

iii. In addition to these fees, the Merchant may charge a commission. It is advisable to check on this at the purchase location.

iv. Where Reserve Bank of Zimbabwe decides to or apply any new limits and rules, we will inform you by email, SMS text message or post within 30 days before the change is implemented.

v. Some ATM operators and Merchants may charge a fee for transactions. Please confirm any fee structure which may apply at these locations.

vi. A foreign exchange rate will apply when transferring funds to another Currency. The applicable rate is selected from a range of rates available in wholesale currency markets (these vary each day), together with a margin.

vii. Merchant transactions and ATM withdrawals in a Currency other than US Dollars will be exchanged to a Currency of the country where the card is being used at an exchange rate determined by VISA on the day the transaction is processed.

14. INDEMNITY

i. "Each party hereby agrees to indemnify the other and hold it harmless from any and all claims, actions, damages, liabilities(including any of the foregoing arising or accrued without the other party's fault or negligence, arising out of these" Terms and Conditions.

15. CHANGES TO THESE TERMS & CONDITIONS

i. CABS reserves the right to change these Terms and Conditions at any time.

ii. These Terms and Conditions can be found on CABS's website www.cabs.co.zw

iii. If there are any changes to the Terms & Conditions, CABS will send notification of such to you by email or SMS message before making the change coming into effect

iv. Should you feel sufficiently disadvantaged by any such change which we make, you may cancel your VISA International Debit card in accordance with the cancellation and refund policies stated above. No refund fee will be charged under such circumstances.

Applicant Signature ______________________ Date d d m m y y y y

For Office Use Only

Card issued by		Signature		Date	
Approved by		Signature		Date	